

# Senior Services Department

City of Newton Performance Management Scorecard  
August 2014

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value more than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
<b>Outcome #1 Delivery of Health, Fitness, Nutrition, Education, Cultural and Recreational Programs</b>								
Number of programs offered	Maintain or increase the number of programs offered	53	53	49		103	107	
Number unique (individual participant) program participants	Maintain or increase the number of program participants	744	744	660		2206	1268	
Total program participants	Maintain or increase program participation	1769	1769	3616		2206	1268	
<b>Outcome #2 Access to Destinations (Medical, Grocery, Senior Center, Religious, etc.)</b>								
Number of unique (individual seniors) riders	Maintain or increase the number of riders accessing transportation services	218	218	267		447	506	
Total rides provided	Maintain or increase the number of rides provided.	1497	1497	1769		447	506	
<b>Outcome #3 Access to Social Services</b>								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	92	92	76		189	165	
Number of hours of service provided per month	Increase the number of units of service provided (hours of service) from 120 to 136 per month		136	119		N/A	350	
<b>Outcome #4 Opportunities for Civic Engagement and Social Connections</b>								
Promote community involvement and engagement through volunteer opportunities at Senior Services	Increase the level of volunteers to 50 a month			52			98	

## Notes